



**CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES**

**Andy Beshear**  
Governor

Division of Community Alternatives  
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**Eric C. Friedlander**  
Secretary

**Pam Smith**  
Director

**Lisa D. Lee**  
Commissioner

To: All 1915(c) Home and Community Based Services Waiver Providers

From: Pam Smith  
Director, Division of Community Alternatives

Date: September 11, 2020

Re: Medicaid Waiver Management Application Updates

This fall, the Department for Medicaid Services (DMS) planned to implement requirements for agencies providing direct services other than case management to have their direct service providers (DSPs) enter service notes via the Medicaid Waiver Management Application (MWMA) and for all provider agencies to report incidents via MWMA. To ease the burden on providers as they deal with the ongoing COVID-19 pandemic and prepare for the implementation of electronic visit verification (EVV), **the service note requirement is being delayed.**

The updates to MWMA allowing DSPs access to the system will move forward despite the delay of service note requirements and training has started as planned. DMS encourages providers to attend training and teach staff within their agency to use MWMA. Providers should have previously received emails with training information. If you have not received an email about training, please contact the 1915(c) Waiver Help Desk at [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov) or (844) 784-5614. While the requirement to use MWMA is being delayed, provider agencies can choose to begin using it before it is required.

**DMS is not delaying the requirement to report incidents using MWMA** as this is a necessary step to improve monitoring of participant health, safety, and welfare, and to bring Kentucky into compliance with federal program guidance. While providers can begin and are strongly encouraged to use MWMA to report incidents starting in October, they will be **required to use it for incident reporting no later than December 1, 2020.** Entering incident reports in MWMA will replace the current process of using paper forms submitted to DMS, the Department for Aging and Independent Living, or the Department for Behavioral Health, Developmental and Intellectual Disabilities.

DMS has heard from a number of providers concerned about the work involved in keeping notes in electronic health records (EHR) systems, in MWMA, and through EVV. DMS is still exploring

service note options such as updating note-keeping requirements and evaluating the possibility of integrating MWMA with EHRs in a future phase of updates.

If you have questions, comments, or concerns you wish to share with DMS, contact us by emailing [MedicaidPublicComment@ky.gov](mailto:MedicaidPublicComment@ky.gov) or [1915cWaiverHelpDesk@ky.gov](mailto:1915cWaiverHelpDesk@ky.gov) or by calling (844) 784-5614.

Sincerely,



Pam Smith  
Director, Division of Community Alternatives